

**State of California**  
**9-1-1 OPERATIONS MANUAL**  
**CHAPTER IX – Competitive Local Exchange Carrier**

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## **9-1-1 OPERATIONS MANUAL**

### **CHAPTER IX – Competitive Local Exchange Carrier**

#### **CLEC FUNDING POLICY**

A telecommunications carrier, including a Competitive Local Exchange Carrier (CLEC), offering local voice network service in California is required by the California Public Utilities Commission (CPUC) to provide access to 9-1-1. Therefore, with the authority granted by the State of California Government Code and Revenue and Taxation Code, it is the policy of the Department of General Services, Telecommunications Division, California 9-1-1 Emergency Communications Office (9-1-1 Office) to provide funding, in accordance with the conditional requirements of this chapter, to a CLEC for delivery of 9-1-1 services in the State of California.

#### **BACKGROUND**

In 1996, competition was introduced within the local telecommunications marketplace in California. The customer base in a “filed” territory, once the exclusive domain of a single wireline telephone company referred to as an Incumbent Local Exchange Carrier (ILEC), was opened to competition. This new local service competition attracted many telecommunications service providers to the State of California. A CLEC that can meet the requirements of the CPUC is permitted to provide local carrier service in California.

#### **NEED MORE INFORMATION?**

The entire Revenue and Taxation Code, as well as applicable sections of the Government Code, are included in the appendix of the State of California 9-1-1 Operations Manual (9-1-1 Manual). The manual and other 9-1-1 Office documents can be found on the 9-1-1 Office website at:

[www.td.dgs.ca.gov/services/911](http://www.td.dgs.ca.gov/services/911)

To view the 9-1-1 Manual upon reaching the 9-1-1 Office homepage, scroll down (if necessary) and select “9-1-1 Operations Manual”.

You may reach the 9-1-1 Office at the following telephone numbers:

Telephone: (916) 657-9207

FAX: (916) 657-9882

When corresponding with the 9-1-1 Office, please direct correspondence to:

State of California  
Department of General Services  
Telecommunications Division  
California 9-1-1 Emergency Communications Office  
601 Sequoia Pacific Boulevard, MS-911  
Sacramento, CA 95814-0282

## **FUNDING REQUIREMENTS**

In order to qualify for funding from the 9-1-1 Office, CLECs must prepare and submit, to the 9-1-1 Office, a CLEC Network Services Plan (TD-280A) in accordance with the procedures provided in this chapter. The TD-280A may be submitted to the County Coordinator and 9-1-1 Office via e-mail attachment (cannot be “read only”) where available to, and at the discretion of, the County Coordinator. In addition to adhering to the funding processes, the following conditions must be met for funding approval.

### **REQUIREMENT OF A 24 HOUR TOLL FREE NUMBER**

All CLECs providing network services shall maintain a telephone number that each public safety answering point (PSAP) can call to obtain subscriber information or location of a 9-1-1 caller. This number must be toll free and be answered directly by a “live” person who has the ability to provide the requested subscriber information 24 hours a day, 7 days a week without the aid of an automated attendant. This toll-free number must be listed on the TD-280A.

Failure to provide this number may result in the 9-1-1 Office issuing a letter of non-compliance to the CLEC and the CPUC. County Coordinators may not issue the default emergency service number (DESN) until the CLEC is fully compliant.

### **NETWORK ACCESS 9-1-1 CIRCUITS/TRUNKS**

**P.01 Grade of Service** - All 9-1-1 network access circuits/trunks shall be provisioned with a minimum of two 9-1-1 network access circuits/trunks per trunk group. It is each CLEC’s responsibility to continually monitor 9-1-1 call traffic over each of their 9-1-1 network access trunk groups to insure a P.01 grade of service is maintained. CLECs shall use industry standard “call traffic” engineering guidelines to determine the grade of service being provided. Call traffic reviews shall be performed quarterly and shall include call traffic data from the previous three calendar months.

It is the responsibility of each CLEC to request additional 9-1-1 trunks within 60 calendar days from the end of the quarterly period in which the 9-1-1 trunk group first exceeded the P.01 grade of service. The TD-280A shall be used to request additional 9-1-1 network access circuits/trunks with reference to the tracking number assigned by the 9-1-1 Office. Refer to *TD-280A PROCESS, EXISTING 9-1-1 CIRCUIT/TRUNK - Modification*, outlined in this chapter.

**Modification to Number Ranges** –When adding a new NXX code (prefix, first three digits of a 7-digit phone number) to an existing trunk group or moving the NXX from one trunk group to another (local number porting), the CLEC must contact (in writing, via e-mail or letter) the County Coordinator to ensure appropriate default routing. Refer to *TD-280A PROCESS, EXISTING 9-1-1 CIRCUIT/TRUNK - Modification*, outlined in this chapter.

**Active Service** - Funding can only be requested for periods where 9-1-1 circuits/trunks have actively provided service to customers. Invoicing for 9-1-1 network access circuits/trunks:

1. cannot be effective until the month in which CLEC customers have active circuits in the NPA (area code) and NXX(s) that the 9-1-1 network access trunk group serves;
2. must not include any time that the 9-1-1 trunks may have been “idle”, pending new subscriber service; and,
3. cannot be submitted until “active service notification” has been received by the 9-1-1 Office. Refer to *Part Two* of the *CLEC NETWORK SERVICES PLAN (TD-280A) PROCESS, NEW 9-1-1 CIRCUIT/TRUNK* that is outlined in this chapter.

**Inactive Service Status** - In the event that all CLEC customers served by a 9-1-1 network access trunk group are switched to another carrier, the trunk group shall be considered inactive and will no longer be funded by the 9-1-1 Office. The CLEC may notify the 9-1-1 Office (with reference to the tracking number previously assigned by the 9-1-1 Office) to keep the trunk group in place in anticipation of future use. The CLEC must provide a new service record to the 9-1-1 Office to document the return to active status and resume invoicing.

**Reduced traffic** - In instances where existing 9-1-1 network access trunk groups containing greater than two trunks have reduced 9-1-1 traffic, the CLEC must resubmit to the 9-1-1 Office the existing TD-280A (with reference to the tracking number previously assigned by the 9-1-1 Office) and identify the reduced 9-1-1 circuit/trunk requirement. The dial tone service provider has six calendar months to identify the reduced 9-1-1 circuit/trunk requirement and submit the modified TD-280A. The reduced 9-1-1 circuits/trunks shall comply with the standard two 9-1-1 circuit/trunk minimum and P.01 grade of service requirement. (Refer to *TD-280A PROCESS, EXISTING 9-1-1 CIRCUIT/TRUNK - Modification*, outlined in this chapter.)

## **REIMBURSABLE CLEC 9-1-1 NETWORK COSTS**

In accordance with tariff rates on file with the CPUC and the procedures outlined in this chapter, CLECs may seek cost recovery for 9-1-1 related ILEC costs and invoice the 9-1-1 Office for the following items.

1. Individual 9-1-1 network access circuits/trunks, including
  - a. non-recurring (installation) charges for new CLEC interconnectivity to the ILEC selective router; and,
  - b. recurring (monthly) charges for ILEC network access.
2. Airline miles  
The CLEC may be funded for airline miles from their switching facility (“A” termination Common Language Location Identification, CLLI, for the originating circuit) to the nearest selective router (“Z” termination CLLI). The 9-1-1 Office will fund a maximum of 25 miles. The airline miles are based on the vertical and horizontal geographic coordinates, the dial tone serving switch, and the nearest 9-1-1 selective router listed in the Bellcore Local Exchange Routing Guide (LERG).

The 9-1-1 Office reimbursement does not include the construction cost to establish a multi-channel facility link to a 9-1-1 selective router or to some “meet point” between the dial tone serving switch and the 9-1-1 selective router.

CLEC Requests For Retroactive Funding - The 9-1-1 Office funding for reimbursable CLEC 9-1-1 network costs, as identified above, may only be authorized for a maximum of three months retroactive from the date the 9-1-1 Office was notified of live service, referred to as the “active service notification” date. In support of retroactive funding, CLECs must provide documentation in the form of ILEC customer service records to confirm the active 9-1-1 circuit/trunk dates. This process is outlined in *Part Two* of the *CLEC NETWORK SERVICES PLAN (TD-280A) PROCESS, NEW 9-1-1 CIRCUIT/TRUNK*.

## **CLEC NETWORK SERVICES PLAN (TD-280A) PROCESS**

The TD-280A process is performed by three participating entities (the CLEC, the County Coordinator, and the 9-1-1 Office) and begins with the CLEC checking one of three boxes:

- ☐ NEW 9-1-1 CIRCUIT/TRUNK
- ☐ EXISTING 9-1-1 CIRCUIT/TRUNK – Modification (Must include tracking #:     )
- ☐ ACTIVE 9-1-1 CIRCUIT/TRUNK – First time submitted to 9-1-1 Office

The process to continue completion of the TD-280A is provided for each box the CLEC may select.

### **NEW 9-1-1 CIRCUIT/TRUNK**

The TD-280A process for new service is completed in two parts. Part one is designed to collect information relevant to the successful implementation of 9-1-1 circuits and trunks. Part two is designed for the 9-1-1 Office to provide the CLEC estimated maximum funding limits for these 9-1-1 circuits/trunks upon “active service notification”.

#### **Part One – Submitting A Plan**

##### **CLEC**

The CLEC representative may initiate a pre-planning discussion with the County Coordinator to review codes and discuss what geographic areas/rate centers the code(s) represent, then prepare and submit the TD-280A as follows.

1. The CLEC selects the box appropriate for the action requested and prepares TD-280A form including all required information with emphasis on the following:
  - a. Clear definition of service areas in which the CLEC is planning to provide network services.
  - b. CLEC 24-hours, 7 days a week, toll-free, “live answer”, contact number must be answered directly by a “live” person with the ability to provide the requested subscriber information 24 hours a day, 7 days a week without the aid of an automated attendant.
2. The CLEC then sends the TD-280A to the appropriate County Coordinator. The TD-280A may be submitted via e-mail attachment (cannot be “read only”) where available to, and at the discretion of, the County Coordinator.

One TD-280A form is required for each trunk group and default emergency service numbers (DESN) assigned. If the same DESN is assigned to multiple codes, the CLEC must group and consolidate the codes on the same TD-280A form. Do not submit multiple TD-280A forms for codes with the same DESN assignment.

## **COUNTY COORDINATOR**

1. Upon receipt of the TD-280A, the County Coordinator will review the document and may
  - a. ask the CLEC to clarify the area of service within the rate area of the NXX code (prefix, first three digits of a 7-digit phone number) that has been indicated on the TD-280A; and,
  - b. test to confirm the 24 hours, 7 days per week, CLEC contact number is properly answered.
2. The County Coordinator will assign the DESN with default agency name, contact name and number.
3. The County Coordinator will forward the TD-280A to the 9-1-1 Office within five working days after receipt of the form. (Note: The County Coordinator's processing time may be extended due to receipt of an inaccurate TD-280A that may require additional information from the CLEC.)

## **9-1-1 OFFICE**

1. Upon receipt of the TD-280A, the 9-1-1 Office will assign a tracking number. This number must be referenced by the CLEC in all correspondence, including inquiries, TD-280A modifications, "active service notification", and invoicing.
2. The CLEC administration analyst will review the form for completeness and accuracy, including these four main elements that are essential for implementation of new CLEC 9-1-1 circuits/trunks:
  - a. CPUC Certify RCD number, CLEC name, address, contact name, phone number, fax number, 24-hour 7-day toll free number and misroute contact number, if different;
  - b. NPA/NXX codes and number range;
  - c. Identification of the appropriate "A" termination CLLI code for the originating circuit and "Z" termination CLLI code for the terminating end of the circuit with their full street address; and,
  - d. Identification of the DESN, default agency name, and default agency's 7-digit contact number
3. The 9-1-1 Office CLEC administration analyst may take up to 5 working days to confirm this review by signature and date, then send a copy of the TD-280A to the appropriate ILEC, CLEC, and County Coordinator.
4. The analyst will enter the basic information without pricing estimates to the spreadsheet created specifically for that CLEC.
5. The analyst will file the original TD-280A by CLEC name and in order by tracking number.

## **NEW 9-1-1 CIRCUIT/TRUNK**

### **Part Two – Active Service Notification**

#### **CLEC**

The CLEC provides “active service notification” via e-mail to the 9-1-1 Office CLEC administration analyst with reference to the appropriate 9-1-1 Office tracking number.

#### **9-1-1 OFFICE**

1. Upon receipt of CLEC “active service notification” of 9-1-1 circuit/trunk implementation, the CLEC administration analyst retrieves the original TD-280A; assigns a Service ID and Circuit/Trunk ID; and, calculates appropriate maximum reimbursable costs and enters this information in the last portion of the TD-280A. (Note: These cost calculations are maximum estimated costs only and payments to CLECs will be based on actual charges by the ILEC as shown on the customer service record.)
2. The analyst will return the fully completed TD-280A to the CLEC within one month of the date the 9-1-1 Office receives “active service notification”.

## **EXISTING 9-1-1 CIRCUIT/TRUNK - Modification**

The TD-280A provides this second box to identify a service activity for modification to existing 9-1-1 circuits/trunks that have been previously submitted to the 9-1-1 Office.

Completion of the TD-280A for modification to an existing 9-1-1 circuit/trunk is required when a new DESN must be assigned by the County Coordinator and when adding trunks to meet the P.01 grade of service requirements. The tracking number previously assigned by the 9-1-1 Office and a clear explanation of the proposed modification must be included on all requests to modify an existing 9-1-1 circuit/trunk. The following processes must be followed for modifications to existing 9-1-1 circuits/trunks.

**Modification to Number Ranges** – when adding a new NXX code to an existing trunk group or moving the NXX from one trunk group to another, the CLEC must contact in writing, via e-mail or letter, the County Coordinator to ensure appropriate default routing. One of the two following actions may result:

1. A new DESN must be assigned – In this case, the CLEC must prepare and submit a TD-280A, checking the box for “EXISTING 9-1-1 CIRCUIT/TRUNK – Modification”. Complete the form and distribute as outlined in this chapter under *CLEC NETWORK SERVICES PLAN (TD-280A) PROCESS, NEW 9-1-1 CIRCUIT/TRUNK*.
2. An existing DESN is available for the additional NXX code – In this case, the CLEC must request the County Coordinator in writing, via e-mail or letter, to amend the existing TD-280A with reference to the previously assigned 9-1-1 Office tracking number. Upon approval, the County Coordinator will respond to the CLEC in writing, via e-mail or letter, and provide a copy to the 9-1-1 Office in writing, via e-mail or letter, for update to the original TD-280A.

**Adding Trunks To Meet The P.01 Grade Of Service** - CLECs must prepare and submit a TD-280A, checking the box for “EXISTING 9-1-1 CIRCUIT/TRUNK – Modification”. Complete the form and distribute as outlined in this chapter under *CLEC NETWORK SERVICES PLAN (TD-280A) PROCESS, NEW 9-1-1 CIRCUIT/TRUNK*. In addition, the CLEC must provide documentation to support the increase of 9-1-1 circuits/trunks based on industry standard call traffic engineering guidelines for determination of the grade of service being provided.

**Active Service Notification, Reduction of Service, Notice of Inactive Circuits/Trunks –** CLEC modification to existing 9-1-1 circuits/trunks (including reduction of service, active service notification, notice of inactive circuits/trunks, and modification to number ranges) where the DESN is not changing, may be performed via e-mail directly to the 9-1-1 Office, CLEC administration analyst. This notice must include reference to the tracking number previously assigned by the 9-1-1 Office.

### **ACTIVE 9-1-1 CIRCUIT/TRUNK – First time submitted to the 9-1-1 Office**

A third box is provided for the CLEC to identify a plan for active 9-1-1 circuits/trunks that meet the criteria for funding, as outlined in this chapter, but have never been submitted on a TD-280A and/or invoices have never been submitted to the 9-1-1 Office for these services.

CLEC invoicing for these services may only be authorized by the 9-1-1 Office for a maximum of three months retroactive from the date the 9-1-1 Office was notified of live service (referred to as the “active service notification” date). To qualify for funding in this circumstance, the CLEC must complete a TD-280A, checking the box for “*ACTIVE 9-1-1 CIRCUIT/TRUNK – First time submitted to the 9-1-1 Office*”. Follow the form completion instructions and distribute as outlined in this chapter under *CLEC NETWORK SERVICES PLAN (TD-280A) PROCESS, NEW 9-1-1 CIRCUIT/TRUNK*.

## CLEC INVOICING PROCESS

CLECs may invoice the 9-1-1 Office for recovery of costs associated with providing active 9-1-1 circuit/trunk service in the State of California. Specific costs eligible for funding and related stipulations are detailed in this chapter.

Upon completion of the TD-280A process, as noted in this chapter, the CLEC must adhere to the following invoice process:

1. Each CLEC must provide the 9-1-1 Office a completed Vendor Data Record (STD.204) for each company name that may appear on an invoice. This form is required only once for each company name and must be on file with Department of General Services, Fiscal Services, in order to remit payment.
2. The following information must be provided on each invoice:
  - a. original company letterhead;
  - b. complete CLEC company name for payment remittance (as it appears on the STD.204);
  - c. tracking number, trunk ID, and service ID, provided by the 9-1-1 Office on the TD-280A, with associated service dates (must be specific month/day) and recurring and nonrecurring costs;
  - d. total amount of the invoice; and,
  - e. complete “remit to” company name and address.
3. The initial invoice for each tracking number must include the associated ILEC service record detailing service activation dates and costs. Subsequent invoices require a copy of the service record only when the amount is modified. However, the CLEC is required to provide a copy of the service record upon request by the 9-1-1 Office for auditing purposes.
4. CLECs seeking reimbursement for 9-1-1 circuits/trunks that have been in service prior to “active service notification” to the 9-1-1 Office may only be reimbursed for three months prior to the date of notification.

Upon receipt of the CLEC invoice, the 9-1-1 Office CLEC administration analyst will

1. confirm the 9-1-1 Office has a Vendor Data Record (STD.204) on file for each address the payee indicates in the “remit to” location provided on the invoice;
2. compare the invoice to the spreadsheet (prepared earlier in this process) for accuracy;
3. enter new information in the spreadsheet; and,
4. forward the approved invoice to another analyst in the 9-1-1 Office to batch and send to DGS, Office of Fiscal Services, for payment. At this point it may take from six to eight weeks for payment to be received by the CLEC.